

SHAPING SYSTEM SERVICES MEETING

August 5, 2003

Thirty-eight participants representing twenty-nine member libraries meet to discuss the System services most important for the entire region. Participants

- Visited departments to see and discuss individual services
- Met in one of four small groups (Organized by size of library—Group # 1 small, Group #2 medium-small, Group # 3 medium large, and Group # 4 large) to develop consensus on service priorities
- Met in one large group to review, compile, and discuss the priorities developed by the small groups

The results:

- Each small group chose some combination of Delivery and Information Technology as the top two services
- Rotating collections were very important for Groups# 2, 3 and some of the #4 group. Members stressed the importance of restoring the rotations to four times/year. Group #1 ranked rotating collections as the most important Outreach Service
- Physical processing was very important for Groups #1, 2, 3 and half of the #4 group
- Participants discussed paying a fee for processing. Approximately 10% of all System members do some of their own processing now. With sufficient advance notice, a number of those attending were willing to pay for processing
- Some said that a fee should be charged for rotating collections
- ***Libraries want time to budget and plan for changes in services and fees***

Priority	Group I	Group II	Group III	Group IV
<i>I</i>	IT/Delivery	Rotatng Collctns/ (Youth) Delivery/ILL	Delivery	IT
<i>II</i>		IT	IT	Delivery
<i>III</i>	Tech Services	Physical Processing (Tech Services)	ILL	Tech Services
<i>IV</i>	Youth/Adult	LSTA Grants consulting Youth/Adult	Rotating Collections including Youth	Youth
<i>V</i>			Processing-would pay	
<i>VI</i>			Youth/Adult	

Group #1—Smallest libraries

1. & 2. Information Technology/Delivery - current
 - Wide-area network - maintain
 - E-mail
 - Electronic resources and training - current
 - Consulting - eliminate/reduce
 - Loaning Equipment - eliminate
 - Web services - eliminate
3. Technical services
 - Processing - current level
 - Bindery - eliminate
4. Youth/Adult
 - Consulting/workshops
 - Rotating

Outreach Services

- Rotating Collections (LP, audio, video) current/improve
- Consulting - current
- Mini-grants - current
- Kits - reduced
- Descriptive videos - reduce
- Equipment - eliminate
- Bookmobile - eliminate

Group #2 - Joan Tavernier, facilitator

Now	Later
1. Youth Rotating Collections Delivery/I LL	1.
2. Physical Processing (Tech)	3.
3. Information Technology Services	2.
4. STARCAT	
5. Grant Consulting - Adult (LSTA) - Youth (LSTA)	4.

Comments related to the System Services survey

1. Deliveries (continue service)
2. Information Technology Services
 - WAN (continue service)
 - Training (continue service)
 - Technology Consulting (continue service)
 - Email (reduce level of service)
 - Loan Equipment (reduce level of service)
 - Web sites (reduce level of service)
3. Technical Services
 - Physical Processing (continue service)
 - Bindery (eliminate service)
4. Adult Services
 - Grant services (increase level of service)
 - Consultant & workshops (continue service)
5. Youth Services
 1. Rotating Collections – very important (continue service)
 2. Web development (continue service)
 3. Consultant (continue service)
 4. Program support
 - Youth Rotating is important
 - Youth Program Support – Can it go with kits?

Outreach

1. Rotating Collections (continue service)
 2. Kits (continue service)
 3. Mini-grants (continue service)
- Eliminate the rest

Regarding Fees

"Yes, we would be willing depending on a.) what services?, b.) how much the fee would be, and c.) the timing of declaring the set fee so that boards would have time to work into their budgets.

Group #3 - Can't do without

- Delivery (truck maintenance & replacement) - no reduction
- Information Technology
- Interlibrary Loan – out of system (non-fiction only)
- Rotating Collection (weeded) – including youth
- Processing – would pay if necessary
- Youth and Adult Services – look at & address

Group #4 - Largest libraries

What is the library environment? What do patrons need/want?

- Access to what's available electronically, etc
- Training for staff and patrons
Staff -electronic training
- Processing Books for Interlibrary Loan (loan between members?, loan from libraries outside system?)

Group 4

Rankings

1. Information Technology
2. Delivery
3. Technical Services
4. Youth Services
5. Adult Services

Comments

Delivery - Important

New books for processing at STLS should be sent directly to STLS

Technology

Wide area Network - everyone? Should be on?

Consultant - important for ½ of the group

E-mail - continue

Loan equipment -- mid need?

Web services - low

Electronic Resources - least

Technical Services

Physical Processing

Group split ½ and ½ in favor of keeping or eliminating processing

Bindery - low priority

Youth

Reduce Consulting workshops

Eliminate

Youth - low

Web page

Program support

Adult

Shrink or eliminate

Outreach

Eliminate mini-grants

Descriptive videos—not important

Kits – few –maj NO?

Slide equipment – no

Bookmobile – eliminate

Rotating Collections

½ the group says continue

½ says eliminate